



General Assembly

January Session, 2005

Raised Bill No. 1136

LCO No. 3730

03730_____ET_

Referred to Committee on Energy and Technology

Introduced by:
(ET)

AN ACT CONCERNING EMERGENCY RESPONSE LOCATION OF 9-1-1 CALLERS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective October 1, 2005*) As used in this section
2 and sections 2 to 10, inclusive, of this act:

3 (1) "Automatic location identification" means the automatic display
4 at the public service answering point, as defined in section 28-25 of the
5 general statutes, of the caller's telephone number, the address or
6 location of the telephone and supplementary emergency services
7 information.

8 (2) "Automatic number identification" means the telephone number
9 associated with the access line from which a call originates.

10 (3) "Building unit identifier" means a room number or equivalent
11 designation of a portion of a structure or building.

12 (4) "Call back number" means a number used by the public service
13 answering point to recontact the location from which the 9-1-1 call was
14 placed, which number may or may not be the number of the station
15 used to originate the 9-1-1 call.

16 (5) "Direct inward dialing" means the ability for a caller outside the
17 premises of a business customer to call an internal extension number
18 without having to pass through a switchboard operator or attendant at
19 the multiline telephone system.

20 (6) "Emergency location identification number" means a valid North
21 American Numbering Plan format telephone number, assigned to the
22 multiline telephone system operator by the appropriate authority, that
23 is used to route a call to a public service answering point and is used to
24 retrieve the automatic location identification for the public service
25 answering point. The emergency location identification number may
26 be the same number as the automatic number identification.

27 (7) "Emergency response location" means a location that is specific
28 enough to provide a reasonable opportunity for an emergency
29 response team to be dispatched and to locate quickly a caller anywhere
30 within the location.

31 (8) "Key telephone system" means a type of multiline telephone
32 system designed to provide shared access to several outside lines
33 through buttons or keys and to provide identified access telephone
34 lines with direct line appearance or termination on a given telephone
35 set.

36 (9) "Local notification" means a system capability whereby a call to
37 9-1-1 from a multiline telephone system extension is directed through
38 the 9-1-1 network to a public service answering point and
39 simultaneously to a switchboard operator, attendant or designated
40 personnel where assistance can be provided to the public service
41 answering point to locate the caller or to assist in directing the
42 emergency response. For local notification, the call back number shall
43 be a telephone number that can be dialed from the public switched
44 telephone network and that will be answered by the switchboard
45 operator, attendant or designated personnel and shall enable the
46 switchboard operator, attendant or designated personnel to identify
47 the location of each telephone that has dialed 9-1-1.

48 (10) "Multiline telephone system" means a telephone system
49 comprised of common control units, telephone sets and control
50 hardware and software, including network based and premises based
51 systems and systems owned or leased by governmental agencies,
52 nonprofit entities and for-profit entities.

53 (11) "Multiline telephone system operator" means an entity that
54 operates a multiline telephone system in a manner such that a caller
55 may place a 9-1-1 call through the public switched telephone network.

56 (12) "Master street address guide" means a database of street names
57 and house number ranges within the associated communities defining
58 emergency services zones and their associated emergency services
59 numbers to enable proper routing of 9-1-1 calls.

60 (13) "Public switched telephone network" means a domestic
61 telecommunications network accessed by telephones, key telephone
62 systems, private branch exchange trucks and data arrangements.

63 (14) "Shared residential multiline telephone system service" means
64 the use of a multiline telephone system to provide service to residential
65 facilities even if the service is not delineated for purposes of billing,
66 and includes, but is not limited to, single family and multifamily
67 residences, extended care facilities and school, college and university
68 dormitories.

69 (15) "Shared telecommunications services" means the provision of
70 telecommunications and information management services and
71 equipment by a commercial shared services provider or a user
72 association or within a user group located in discrete private premises
73 in building complexes, college and university campuses or high-rise
74 buildings. Provision of such services and equipment shall be by
75 privately owned customer premises equipment and associated data
76 processing and information management services and shall include the
77 provision of connections to the facilities of a local exchange and to
78 interexchange telecommunications companies.

79 (16) "Station identification" means a telephone number that can be
80 dialed from the public switched telephone network and that provides
81 sufficient information to permit a return call by the public service
82 answering point to the caller or a telephone nearby the caller.

83 Sec. 2. (NEW) (*Effective October 1, 2005*) An operator of a shared
84 residential multiline telephone system shall assure that the system is
85 connected to the public switched telephone network such that a call to
86 9-1-1 results in one distinctive automatic number identification and
87 automatic location identification for each living unit, unless the facility
88 using a multiline telephone system maintains, at all times, an
89 alternative method to support 9-1-1.

90 Sec. 3. (NEW) (*Effective October 1, 2005*) (a) Except as provided in
91 subsection (b) of this section, the multiline telephone system operator
92 of a system connected to the public switched telephone network and
93 serving a single business location shall deliver a 9-1-1 call with an
94 emergency location identification number that shall result in one of the
95 following:

96 (1) An emergency response location that provides, as a minimum,
97 identification of the building and floor location of the caller, or

98 (2) The ability to direct emergency response to the call through an
99 alternative and adequate means of signaling by establishing a private
100 safety answering point, as defined in section 28-25 of the general
101 statutes, or

102 (3) A connection to a switchboard operator, attendant or designated
103 individual that is capable of providing local notification.

104 (b) The following provisions apply to the requirements of
105 subsection (a) of this section:

106 (1) A workspace less than seven thousand square feet, located on a
107 single contiguous property, shall not be required to provide more than
108 one emergency response location.

109 (2) A key telephone system shall not be required to provide more
110 than one emergency response location.

111 (3) A multiline telephone system operator with more than forty-nine
112 stations installed in, or occupying not more than thirty thousand
113 square feet in, a single contiguous property shall not be required to
114 provide more than one emergency response location.

115 (c) Providers of shared telecommunications services shall assure
116 that the multiline telephone system is connected to the public switched
117 telephone network in such a manner that calls to 9-1-1 from any
118 telephone result in automatic location identification for each respective
119 emergency response location of each entity sharing the
120 telecommunications services.

121 Sec. 4. (NEW) (*Effective October 1, 2005*) A multiline telephone
122 system in a hotel or motel shall permit the dialing of 9-1-1. The
123 multiline telephone system operator shall ensure that the system is
124 connected to the public switched telephone network such that either:

125 (1) 9-1-1 calls originating from the hotel or motel multiline
126 telephone system shall provide the public service answering point
127 with the ability to identify clearly the address and building unit
128 identifier of the 9-1-1 caller through delivery of an automatic number
129 identification or an emergency location identification number that
130 results in the subsequent retrieval of automatic location identification
131 by the public service answering point for each telephone set within the
132 facility, or

133 (2) An automated system will connect the caller, public service
134 answering point and a knowledgeable designated individual at the
135 facility at the time that 9-1-1 is dialed. Such designated individual may
136 supplement or replace the automatic location identification record
137 with specific location information by effectively communicating to the
138 public service answering point the specific location of the caller.

139 Sec. 5. (NEW) (*Effective October 1, 2005*) (a) Multiline telephone
140 system operators shall update the automatic location identification
141 database with appropriate automatic location identification
142 information for each multiline telephone system telephone. Such
143 location information shall specify the emergency response location of
144 the caller. Updates shall be made as soon as practicable for a new
145 multiline telephone system installation and within two business days
146 of record completion of the actual changes for previously installed
147 systems.

148 (b) The information in the automatic location identification
149 database is proprietary to a multiline telephone system operator and
150 shall not be disclosed or used for any purpose other than facilitating
151 emergency response to a 9-1-1 call.

152 Sec. 6. (NEW) (*Effective October 1, 2005*) A multiline telephone
153 system operator shall take all reasonable steps to assure that potential
154 9-1-1 callers are aware of the proper procedures for calling for
155 emergency assistance.

156 Sec. 7. (NEW) (*Effective October 1, 2005*) A multiline telephone
157 system shall support 9-1-1 service, as defined in section 28-25 of the
158 general statutes, by using any generally accepted industry standard
159 signaling protocol designed to produce an automatic display of caller
160 information on the video terminal of the public service answering
161 point call-taker, unless the multiline telephone system operator has
162 provided a private safety answering point pursuant to the provisions
163 of subsection (e) of section 28-25b of the general statutes.

164 Sec. 8. (NEW) (*Effective October 1, 2005*) State agencies providing 9-1-
165 1 educational programs shall, within available resources, develop
166 programs to educate multiline telephone system operators related to
167 accessing 9-1-1 emergency telephone systems and coordinate adequate
168 testing of the multiline telephone system interface to the 9-1-1 system.

169 Sec. 9. (NEW) (*Effective October 1, 2005*) No multiline telephone

170 system, manufacturer, provider or operator shall be liable for any civil
171 damages or penalties as a result of any act or omission, except wilful or
172 wanton misconduct, in connection with developing, adopting,
173 operating or implementing a plan or system pursuant to sections 1 to
174 10, inclusive, of this act.

175 Sec. 10. (NEW) (*Effective October 1, 2005*) (a) The provisions of
176 sections 1 to 9, inclusive, of this act apply to each multiline telephone
177 system installed on and after October 1, 2007, and, with respect to
178 multiline telephone systems installed before October 1, 2007, apply to
179 such systems on and after October 1, 2009.

180 (b) Each multiline telephone system operator shall use an interface
181 system that meets the standards of the multiline telephone system
182 industry.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2005</i>	New section
Sec. 2	<i>October 1, 2005</i>	New section
Sec. 3	<i>October 1, 2005</i>	New section
Sec. 4	<i>October 1, 2005</i>	New section
Sec. 5	<i>October 1, 2005</i>	New section
Sec. 6	<i>October 1, 2005</i>	New section
Sec. 7	<i>October 1, 2005</i>	New section
Sec. 8	<i>October 1, 2005</i>	New section
Sec. 9	<i>October 1, 2005</i>	New section
Sec. 10	<i>October 1, 2005</i>	New section

Statement of Purpose:

To provide a system for location of emergency callers to 9-1-1.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]